



Ethnic Communities
Council of Queensland



Cross Cultural Mediation

Partners in Culturally Appropriate Care (PICAC) QLD are happy to announce our new service for all aged care service providers, the Cross Cultural Mediation.

What is Cross Cultural Mediation?

Mediation means to have a middle person acting in the role as a 'go-between' or facilitator. The role of mediator is to provide both parties with opportunities to put forward their views and assist in analysing the problem and looking for solutions. Cross Cultural Mediation looks into conflict resolution that is mainly caused by cultural misunderstanding. This service is **FREE** of charge for aged care service providers.

Case Study One

A resident at an aged care facility has recently had a fall due to the carpet in his bedroom being frayed. This incident is reported to Sue, the front line manager. As part of the investigation process, Sue asks Xavi, a personal care worker from a non-English speaking background, about the carpet. He says that he had noticed months before that the carpet was indeed faulty. Sue gets very upset with Xavi for not following the Hazard Report procedures and for not, at least, communicating with her about it at an earlier time. Xavi, on the other hand, feels that Sue is always 'on his case'.

A mediator, in this case, could help Sue and Xavi to improve their communication and, ultimately, their work relationship. This service depends on the specific circumstances of each case, however most successful mediation goes through three steps:

1. Desire and necessity for the conflict to be resolved
2. Understanding of possible barriers to the resolution of the conflict
3. Commitment towards a win-win solution

What are the benefits of this service?

- Both parties are given an opportunity to put forward their point of view
- It is built on working towards common ground (win-win)
- Conflict resolution in the workplace is addressed by a 'neutral' third party
- Cross cultural mediation is helpful in a variety of conflicts (for example, between co-workers, between worker and supervisor)



Who will be involved in the mediation process?

Members of the PICAC team who have extensive experience both in aged care and in cross cultural matters and bi-cultural support consultants from specific cultures.

For more information and to request this service, please contact the PICAC team:

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